

EAST Search History**EAST Search History (Prior Art)**

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	11370	(rout\$4 or receiv\$4 or forward\$4 or send\$4 or transmit\$5) near5 (voice adj2 call)	US- PG PUB; USPAT	OR	ON	2012/10/11 17:34
L2	0	L1 same cookie	US- PG PUB; USPAT	OR	ON	2012/10/11 17:34
L3	42	(call adj4 (agent or operator or specialist)) same (call adj3 list\$4) same script	US- PG PUB; USPAT	OR	ON	2012/10/11 17:35
L4	836438	(internet or webpage or (web adj2 page) or (web adj2 server))	US- PG PUB; USPAT	OR	ON	2012/10/11 17:35
L5	38	L3 and L4	US- PG PUB; USPAT	OR	ON	2012/10/11 17:35
L6	652601	((add\$4) near4 (data or information))	US- PG PUB; USPAT	OR	ON	2012/10/11 17:35
L7	14	L5 and L6	US- PG PUB; USPAT	OR	ON	2012/10/11 17:35
L8	0	L7 AND cookie	US- PG PUB; USPAT	OR	ON	2012/10/11 17:36

10/11/2012 5:36:19 PM

H:\EAST\Workspaces\CallCenter.wsp